Conflict Resolution Plan

CloudShield

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1. Identify the conflict

When working in groups, it is possible that some conflicts might emerge. A common one is when 2 team members want to perform the same task. In these situations, it is important to assess the task itself and analyze how long and complex it really is.

2. Establish ground rules

When team members cannot resolve a specific problem between them, the role of the Team Leader becomes crucial from this moment until its resolution. It will be the team leader who mediates the conversation, when it is not possible between the members themselves. During this conversation, the members will only talk when given the word., in order to create a healthy and open environment to resolve the issue.

3. Choose a resolution strategy

To better understand the problem, it was asked to both of the members what they intended to do inside that task. We came to the conclusion that, due to the complexity of the task, both members wanted to work on distinctive parts of that task. With this said, the task was divided between the two members.

4. Document the resolution

This conflict was resolved at the beginning of the project, with the help of just not the team leader but all of the team members as well, at the initial phase of distributing the project tasks.

5. Follow up

When distributing the tasks needed to complete the project, the team leader questioned each member which task they intended to execute. After analyzing all of the answers, as well as the strengths and weaknesses of each member, the team leader distributed the tasks.